

Operations Manager Job Description & Person Specification

Job title	Operations Manager
Line manager	Practice Manager
Accountable to	Practice Manager
Hours per week	37.5
Salary	TBA dependent on experience

Job summary

The Operations Manager plays a pivotal role in driving the practice's success by working closely with the Practice Manager to oversee the seamless execution of daily operations. This position is crucial for optimising team performance, streamlining processes, and ensuring that all activities align with the practice's long-term strategic objectives. The Operations Manager is also responsible for fostering a safe, efficient, and patient-centred environment, ensuring both staff and patient well-being are consistently prioritised.

This role is integral to the overall growth and sustainability of the practice.

- Work in partnership with the Practice Manager to oversee and streamline the practice's operations, ensuring smooth functionality and efficiency
- Lead and motivate staff to enhance productivity, morale, and overall performance
- Ensure the practice operates within a safe, compliant, and patient-centered environment
- Regularly review contracts and supplier arrangements to identify and implement cost-effective solutions
- Manage GP rotas, ensuring efficient coverage and handling of prison GP allocations
- Ensure effective rota management, appointment systems and workflow processes
- Oversee the use and maintenance of accounting software, ensuring all invoices are raised, processed, and managed promptly and accurately
- Ensure all estates and facilities are managed effectively, with a focus on upkeep and compliance
- Coordinate and manage regular compliance checks and health and safety procedures in line with regulatory standards
- Ensure full compliance with CQC, GDPR, Health & Safety, and safeguarding regulations
- Through innovative ways of working, support the Practice Manager leading the team in promoting ED&I, SHEF, quality and continuous improvement, confidentiality,

collaborative working, service delivery, learning and development and ensuring the practice complies with CQC regulations.

Mission statement

Crossley Street Surgery, Providing High Quality Care in the Heart of the Community
Healthcare Changes, Our Commitment to Patient Care Doesn't

Generic responsibilities

All staff at this organisation have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards Equality, Diversity and Inclusion creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness; it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing, and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team, and others and to cooperate with employers to ensure compliance with health and safety requirements.

Confidentiality

This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect that all staff will always respect their privacy and maintain confidentiality.

It is essential that if, the legal requirements are to be met, and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and to discuss, highlight and work with the team to create opportunities to improve patient care.

At this organisation, we continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

We will provide a full induction program, and management will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation, and monitoring of care, and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED CT codes to ensure easy and accurate information retrieval for monitoring and audit processes

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure. The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

All staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 27 days leave each year and should be encouraged to take all their leave entitlement.

Primary key responsibilities

The following are the core responsibilities of the Operations Manager. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The Operations Manager is responsible for:

Operational Management

- Deputising for the Practice Manager
- Attending meetings on behalf of Practice Manager when required to do so
- The ordering of consumables/Amazon purchases, tea, coffee, and Nespresso capsules etc
- Advising the Practice Manager of any changes that would affect the Business Continuity Plan
- Ensuring the Business Continuity Plan is regularly updated and that all staff are informed and understand their roles within it
- Supporting the Practice Manager in the day-to-day operations of the practice ensuring staff achieve their primary responsibilities
- Ensuring effective rota management, appointment systems, and workflow processes
- The production of GP rotas in conjunction with the HR Partner
- The management of all GP annual leave in conjunction with the HR Partner
- The booking of locums in line with practice protocol and within the agreed budget, unless prior approval is obtained from the Practice Manager
- Managing contracts for services, highlighting issues and cost efficiencies (e.g., cleaning, gardening, window cleaning, etc.)
- The management of all Pension or PCSE related activities and queries.
- The management and processing of all payroll and overtime submissions
- Managing DNAs, providing data and planning tools coupled with liaison with referred repeat offenders in conjunction with the Data Quality Manager
- Overseeing the administrative elements of QOF, liaising with GPs, nursing staff, and administrators

- Supporting the delivery of clinical services through efficient administrative coordination
- Ensuring a high standard of customer service is maintained
- Managing complaints, suggestions, and patient queries in line with policy
- Marketing the practice appropriately to ensure the patient population is stable or increasing
- Liaising with the accountants for any Xero, payroll, pension or tax queries

Staff Management and Development

- Providing leadership and guidance to all staff ensuring that they always adhere to policy and procedure
- Reviewing and regularly updating job descriptions and person specifications ensuring all staff are legally and gainfully employed
- Proactively overseeing HR processes and procedures, ensuring effective and consistent management of the sickness absence protocol.
- Acting as the lead for recruitment including pre-employment checks and DBS
- Evaluating, organising, and overseeing the staff induction program
- Implementing and embedding an effective staff appraisal process. Fostering a collaborative and positive work culture
- Implementing and embedding an effective practice and staff development plan for all staff (clinical and administrative) whilst maintaining a robust training record
- Implementing effective systems for the resolution of disciplinary and grievance issues, maintaining an overview of staff welfare
- Conducting appraisals, managing performance, and supporting professional development
- Ensuring effective management of annual leave, maintaining adequate rota coverage and appropriate skill mix, particularly during peak periods such as school holidays, Christmas, and around Bank Holidays
- The management of all Registrars in conjunction with Harrogate District Hospital – rota management on HDH systems.

Welfare

- The organising of staff functions eg Christmas, retirements, leaving huddles
- The arranging of collections, gifts, flowers etc in conjunction with the relevant managers

Compliance and Regulatory Management

- Implementing systems to ensure compliance with CQC regulations and standards
- Reviewing and updating clinical templates ensuring they relate to current practice
- Actively encouraging and promoting the use of patient online services

Clinical Systems and Data Management

- Guiding staff and developing searches and audits on the clinical system in conjunction with the Data Quality Manager
- Ensuring the practice website and social media sites are up to date in conjunction with the Data Quality Manager
- Guiding the team to reach QOF targets (supported by the Data Quality nursing and administrative leads)

Procurement and Supplier Management

- Overseeing procurement and manage relationships with external suppliers

Strategic Planning and Service Development

- Contributing to business planning and implementation of strategic objectives
- Supporting service development and quality improvement initiatives

Secondary responsibilities

Patient and Community Engagement

- Leading the management of the Patient Participation Group in the absence of the Practice Manager
- Supporting joint initiatives (e.g., shared services, ARRS staff integration)
- Coordinating practice involvement in PCN meetings and data sharing

Complaints and Incident Management

- Implementing the complaints process, ensuring complaints are dealt with in a timely manner and, where necessary, escalated to the Practice Manager or Clinical Lead
- Assisting in managing significant event reviews, audits, and learning processes
- Ensuring appropriate documentation and follow-up of risk incidents or complaints

Compliance and Risk Management

- Ensuring all staff are aware of the management of the premises, including health and safety aspects, and undertake risk assessments and mandatory training as required
- Monitoring and disseminating information on safety alerts and other pertinent information
- Ensuring full compliance with CQC, GDPR, Health & Safety, and safeguarding regulations
- Conducting regular premises risk assessments and ensure compliance with H&S standards
- Liaising with landlords or contractors as required

Clinical Governance and Quality Improvement

- Supporting the overall practice clinical governance framework, submitting reports for QOF, enhanced services, and other reporting requirements
- Briefing clinicians on performance levels, advising actions to ensure high achievement across all QOF areas
- Tracking performance-related income (QOF, enhanced services)
- Developing, implementing, and embedding the practice audit program (in conjunction with the lead nurse)
- Assisting with audit preparation and implement improvement actions
- Maintaining clinical meeting records and action logs

- The collation and submission of data for QOF, Enhanced Services, and other contractual obligations

Policy, Procedure, and Continuous Improvement

- Supporting the Practice Manager in the reviewing and updating of practice policies and procedures
- Supporting the practice and management team with continuous improvement and change initiatives

Strategic Planning and Funding

- Supporting funding applications and bids for local or national initiatives
- Monitoring changes in NHS policy and commissioning that affect the practice
- Producing internal reports or dashboards to inform decision-making

Data Management and Reporting

- Collection and submission of data for QOF, Enhanced Services, and other contractual obligations
- The production of internal reports or dashboards to inform decision-making

Person specification – Operations Manager/Deputy Practice Manager		
Qualifications	Essential	Desirable
Good standard of education with excellent literacy and numeracy skills	✓	
Educated to A-level/equivalent or higher with relevant experience		✓
Leadership and/or management qualification	✓	
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Experience of managing multidisciplinary teams	✓	
Experience of performance management, including appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
NHS/Primary Care general practice experience		✓
Relevant health and safety experience	✓	
Skills	Essential	Desirable
Ability to recognise opportunities to enhance service delivery	✓	

Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS/SystemOne/Vision user skills		✓
Effective time management (planning and organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving and analytical skills	✓	
Ability to implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a 'solution' focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive, and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	
Other requirements	Essential	Desirable
Flexibility to work outside core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Always maintain confidentiality	✓	
Full UK driving license	✓	

This document may be amended following consultation with the post holder to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.